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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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[REDACTED] EXAMINER

POND, ROBERT M

ART UNIT	PAPER NUMBER
3625	

DATE MAILED: 05/07/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

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P2

Office Action Summary	Application No.	Applicant(s)	
	09/466,236	PARTOVI ET AL.	
	Examiner Robert M. Pond	Art Unit 2165	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 26 June 2001.

2a) This action is FINAL. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-53 is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 1-53 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11) The proposed drawing correction filed on _____ is: a) approved b) disapproved by the Examiner.
 If approved, corrected drawings are required in reply to this Office action.

12) The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

13) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some * c) None of:

1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

14) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
 a) The translation of the foreign language provisional application has been received.

15) Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

1) Notice of References Cited (PTO-892)

2) Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) Information Disclosure Statement(s) (PTO-1449) Paper No(s) 4,6,10,1.

4) Interview Summary (PTO-413) Paper No(s). _____.

5) Notice of Informal Patent Application (PTO-152)

6) Other: _____.

DETAILED ACTION

Specification

1. The lengthy specification has not been checked to the extent necessary to determine the presence of all possible minor errors. Applicant's cooperation is requested in correcting any errors of which applicant may become aware in the specification.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

2. **Claims 1-7, 10-25, 28, 32-41, and 44-53 are rejected under 35 USC 103(a) as being unpatentable over Chelliah et al, patent number 5,710,887, in view of PR Newswire, "BroadVision Joins V-Commerce Alliance," 06 October 1998, Dialog file 20 #03027803).**

Chelliah et al teaches a system, method, and means developed by BroadVision for facilitating electronic commerce between a plurality of customers, suppliers, and third-party commerce enablers. Customers initiate Internet-based

commerce sessions with electronic storefronts, purchase requested items, make payments, and provide shipping information for delivery (see at least abstract; Fig. 1 (10); col. 1, line 5 through col. 5, line 3). Chelliah et al teaches customer interfaces comprising a video terminal, cable television set-top device, touch-sensitive kiosk screen, touch-tone telephone, or any other device or combination of devices capable of reproducing or otherwise displaying human intelligible audio and/or visual information to a customer and capable of converting human input to a discrete signal capable of being recognized by a computer (see at least col. 3, lines 5-15; col. 6, lines 31-34; col. 9, lines 53-61). Chelliah et al teaches catalog systems, product databases for viewing and comparing items, secure transaction processing, HTML, Internet protocol, customer receipt and billing information, and shipping. Chelliah et al further teaches a participant program object that contains profile data and demographic data that is used in various phases of a purchase transaction (see at least col. 9, line 62 through col. 10, line 30).

Chelliah et al teaches all the above as noted under the 103(a) rejection and further teaches a customer interface and an electronic storefront interface provided by the electronic mall system, but fails to specifically disclose speech recognition as a part of these interfaces to support the touch-tone telephone customer interface noted above. PR Newswire teaches BroadVision in collaboration with Nuance to speech-enable BroadVision's e-commerce application. Nuance provides SpeechObjects™ that are reusable speech

recognition components for rapid development of voice-commerce applications. PR Newswire teaches a combined solution that provides personalized business-to-consumer services over the telephone, complementing BroadVision's Web enabling applications (see pages 1-2). Therefore it would have been obvious to one of ordinary skill in the art at time of the invention to modify the system, method, and means of Chelliah et al to include speech recognition as taught by PR Newswire, in order to extend access of Web commerce services to 800 million telephones and thereby capture more market-share in the electronic commerce space.

Chelliah et al and PR Newswire teach a customer contact system for communicating with customers and a participant program object that contains identifying information (see at least Fig. 2 (112); col. 9, line 30 through col. 10, line 43) but fail to specifically disclose using a telephone directory for a reverse lookup for identifying information. Conducting a directory lookup to extract customer identifying information is old and well known in the telecommunications industry and therefore would have been obvious to one or ordinary skill in the art at time of the invention to modify the system, method, and means of Chelliah et al and PR Newswire, in order to provide another approach to cross-referencing customer identifying information and thereby offer more convenience and service to the customer who does not have email or is using a web browser to conduct commerce.

1. **Claims 8, 9, 26, 27, 29-31, 42, and 43 are rejected under 35 USC 103(a) as being unpatentable over Chelliah et al and PR Newswire, in further view of Business Wire (“VeriFone Offers Merchants Cost-Effective Access To Highly Secure Online Payment Through ISPs; ISPs Gain Increased Revenue Opportunities With VeriFone Offerings,” 28 September 1998, Dialog file 20 #02949245).**

Chelliah et al and PR Newswire teach secure transactions and secure payment systems but specifically fail to disclose one or more of HTTP, SSL and HTTPS. Business Wire teaches Internet commerce leader BroadVision using SSL and SET (Secure Electronic Transaction) security protocols. Therefore it would have been obvious to one of ordinary skill in the art at time of the invention to modify the system, method, and means of Chelliah et al and PR Newswire to include industry standard security protocols as taught by Business Wire, in order to ensure secure interoperability between commerce systems.

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure:

- US 6,088,683 (Jalili) 11 July 2000; teaches use of Internet commerce with voice commerce to make electronic commerce more secure, and further teaches processing center callback to customer to complete transactions.

- US 5,915,001 (Uppaluru) 22 June 1999; teaches telephone subscriber connecting to a voice web gateway to a voice web service agent via the Internet, and further teaches customer profile information.
- US 5,745,882 (Bixler et al.) 28 April 1998; teaches electronic classified advertising interface method and system.
- EP 0889627A2 (Strahs) 07 January 1999; teaches accessing voice response units via a web interface.
- EP 0859500A2 (Chen et al.) 19 July 1998; teaches wireless and wireline telephones accessing Internet sites via HTTP servers to conduct Internet commerce.
- EP 0847179 A2 (Mayer) 10 June 1998; teaches voice to web interface.
- Industry Sector Analysis, "Canada: Speech Recognition Software Market," 25 May 1999, Dialog file #06037441; teaches voice-commerce, significance to Canadian market, BroadVison and Nuance in the Canadian market space, speech-enabled telephone directory services, voice-printing, and telephones interfaced to Web-commerce services.
- Business Wire, "InTouch Systems Announces Inflection 3.0; Latest Release Of Voice Portal Software Offers Wireless And Internet Service Providers A Unique Approach To Attract And Retain Subscribers," 21 December 1998, Dialog file 20 #03815355; teaches Web-Commerce and Voice-Commerce coming together through a voice portal.

- WWW.WebArchive.Org, "Nuance Communications Speech Web," 19991004/www.v-commerce.com/WebVoiceDialogs.gif; teaches voice dialog with web interface.
- Hemphill and Thrift, "Surfing The Web By Voice." 1995, Multimedia '95, San Francisco, CA, USA; teaches voice web applications.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Robert M. Pond whose telephone number is 703-605-4253. The examiner can normally be reached Monday-Friday, 8:00AM-5:00PM Eastern.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ms. Wynn Coggins can be reached on 703-308-1344. The fax phone numbers for the organization where this application or proceeding is assigned are 703-746-7239 for regular communications and 703-746-7238 for After Final communications.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-3900.

RMP
April 29, 2002


WYNN COGGINS
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